

# Exception reporting- a guide for all junior doctors

## What is exception reporting?

Exception reporting in conjunction with work scheduling is part of the 2016 Junior Doctor Contract that supports a safe working environment in which junior doctors can meet their training requirements whilst delivering great care for patients. This works via a negative feedback loop; i.e. if there is no exception reporting then those responsible for writing the work schedule will assume their rota is fit for purpose (even if it is not). Exception reporting has replaced diary monitoring as the contractual process for monitoring working hours.

## When should I submit an exception report?

Exception reports are submitted for the reasons outlined below, though this list is not exhaustive and individual judgement is required:

- Working over, or under your scheduled hours e.g. starting early, leaving late
- Rest breaks not taken
- Missed educational opportunities e.g. not allowed to leave to attend mandatory training

If there is an immediate safety concern you should submit a datix along with your exception reporting (this can be done on the home page of the intranet) and should be submitted within 24 hours.

If you are concerned about a possible working time regulation\* breach please raise the concern with your educational supervisor and department before the breach, so that the department has the opportunity to mitigate the breach by offering time off in lieu.

All other exception reports need to be submitted within 14 days, or 7 day if you are claiming payment.

\* *working time regulations:*

- *maximum 48 hours average working week*
- *maximum 72 hours worked in 7 consecutive days*
- *rest between shifts reduced to less than 8 hours*
- *breaks missed on 25% of occasions across a 4 week reference period*

## What happens to an exception report?

Exception reports are sent to your educational supervisor, and copied into the guardian of safe working hours and/or the director of medical education (depending on the nature of the exception).

Occasionally your educational supervisor will nominate your clinical supervisor to receive the exception reporting as they may have specific knowledge about the rota and department. They will only do this with your consent, this is to enable your exception report to be addressed as promptly as possible.

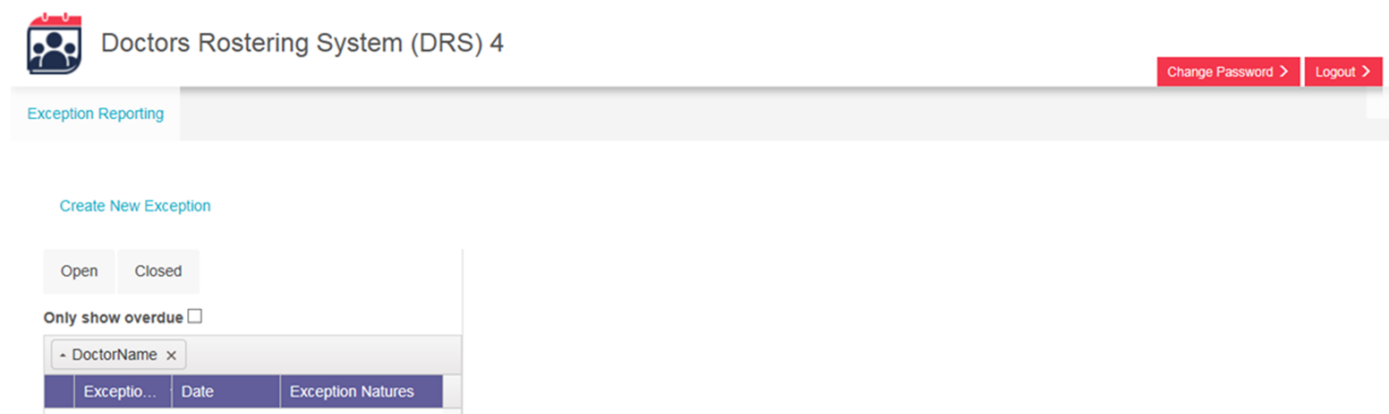
## How do I submit an exception report?

Log into <https://drs.realtimerostering.uk> your login details should be emailed to you by [no-reply@skillsforhealth.org.uk](mailto:reply@skillsforhealth.org.uk) before you start working. If you do not receive anything email medical staffing and ask them to create an account for you, [medical.staffing@ouh.nhs.uk](mailto:medical.staffing@ouh.nhs.uk).

If you are using a trust computer google chrome is more reliable.

Once you have logged in the home page should look like this.

Click on 'Exception Reporting' on the left hand side of the page and fill it all the boxes



The screenshot shows the 'Doctors Rostering System (DRS) 4' interface. At the top right, there are buttons for 'Change Password >' and 'Logout >'. The main content area is titled 'Exception Reporting' and contains a 'Create New Exception' link. Below this, there are two buttons: 'Open' and 'Closed'. A checkbox labeled 'Only show overdue' is present. A dropdown menu shows '- DoctorName x'. At the bottom, there is a table with columns: 'Exceptio...', 'Date', and 'Exception Natures'.

One of the boxes is titled 'steps taken to resolve'. If you have taken steps to resolve matters before exception reporting; e.g. communicated with the team or department and given them the opportunity to resolve the problem or they have agreed the only solution is for you to carry out the extra work and submit an exception report. Please document this conversation in this box.

## What happens next?

Your educational supervisor should contact you within two weeks. They will state whether or not the exception report requires action, and agree what that action should be (most likely time off in lieu or payment).

If you agree with the outcome then the exception report can be closed, otherwise it can be escalated and discussed further with your educational supervisor.

A copy of the report will be sent to the guardian of safe working hours (if it relates to hours) or the direction of medical education (if it relates to teaching) where it will collated into reports which are made publically available.

Keep track of your exception reports on the DRS system where they will be listed on the left hand side if they are not resolved.

## Useful links

This exception reporting guide is derived from the 'Terms and Conditions of Service for NHS Doctors and Dentists in Training (England) 2016' and should be read in conjunction with the latest version of the TCS (available via NHS employers: <http://www.nhsemployers.org/your-workforce/pay-and-reward/medical-staff/doctors-and-dentists-in-training>). Additional information about exception reporting can be found through links on the guardian of safe working hours OUH intranet webpages: <http://www.ouh.nhs.uk/education-centres/careers/gswh.aspx>.